Headquarters U.S. Air Force

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EMS Play-by-Play: Using Air Force Playbooks to Standardize EMS

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Report Documentation Page

Form Approved
OMB No. 0704-0188

Public reporting burden for the collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to a penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

1. REPORT DATE	2. REPORT TYPE	3. DATES COVERED
JUN 2010		**00-00-2010 to 00-00-2010**

4. TITLE AND SUBTITLE	5a. CONTRACT NUMBER
EMS Play-by-Play: Using Air Force Playbooks to Standardize EMS	5b. GRANT NUMBER
	5c. PROGRAM ELEMENT NUMBER
6. AUTHOR(S)	5d. PROJECT NUMBER
	5e. TASK NUMBER
	5f. WORK UNIT NUMBER
7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES)	8. PERFORMING ORGANIZATION REPORT NUMBER
HQ Air Mobility Command (AMC/A7AN),Scott AFB,IL,62225	
9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES)	10. SPONSOR/MONITOR'S ACRONYM(S)
	11. SPONSOR/MONITOR'S REPORT NUMBER(S)

12. DISTRIBUTION/AVAILABILITY STATEMENT
Approved for public release; distribution unlimited

13. SUPPLEMENTARY NOTES
Presented at the NDIA Environment, Energy Security & Sustainability (E2S2) Symposium & Exhibition held 14-17 June 2010 in Denver, CO.

14. ABSTRACT

15. SUBJECT TERMS

16. SECURITY CLASSIFICATION OF:			17. LIMITATION OF ABSTRACT	18. NUMBER OF PAGES	19a. NAME OF RESPONSIBLE PERSON
a. REPORT	b. ABSTRACT	c. THIS PAGE			
unclassified	**unclassified**	**unclassified**	**Same as Report (SAR)**	**14**	

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Session Objective

- **Provide an overview of the Air Force's EMS Streamline initiative**
- **Provide an overview of the AF/A7C playbook process**
- **Provide status of EMS and Air Force environmental compliance inspection (ESOHCAMP) playbooks.**

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Air Force EMS Streamlining Initiative

- **M7A Officially Closed Sep 09**
  - 36th CE Transformation Initiative
  - Standardization/Integration of EMS and NIM
- **M7A Deliverables:**
  - Adopted organizational & multi-site EMS concept
  - Reviewed several EMS IT Tool candidates & selected EMSolution as proposed tool
  - Revised AFI 90-803, *ESOHCAMP*
  - Drafted revised AFI 32-7001, *Environmental Management*
  - Drafted ESOHCAMP & EMS Playbooks (How to guidance)
- **EMS Panel Initiated Under CE Strategic Plan**

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EMS Panel Action-Items

- **One AF EMS model**
  - Continue to streamline and standardize EMS/NIA processes to support AM and optimize resources across the AF
  - Publish AFI 32-7001
  - Publish EMS/ESOHCAMP Playbooks
  - Establish requirements for NIA with CE/Planning Communities
- **Develop roll-out plan for EMSolution (aka eDASH)**
  - Develop standard page structure for MAJCOM/Installations
  - Develop roll-out plan for ESOHCAMP IT Tool
    - AMC to begin implementation in Jul
- **Continue to work with AFCEE Sustainability Team to assure cross-functional communication**
  - Use EMS to achieve EOs 13423, 13514 and other identified goals contained with the OSD Strategic Sustainability Plan
- **Eye to the future for ESOH integration (ESOHMS) and mission sustainability (AFPD 90-8 Revision)**

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AF/A7C is using a four-phase approach to develop the web-based playbook and business process repository

A7C Playbook Deployment Approach

	DEFINE	ASSESS	DEVELOP	DEPLOY
Process Building Tasks	■ Identify scope of playbook ■ Identify process – specific source documents ■ Identify owners and subject matter experts ■ Read background material	■ Analyze existing process documentation ■ Collect relevant templates, regulations, policies for process step	■ Develop new process map graphics (as needed) ■ Format narrative text ■ Create linkages between process step and related content workflow	■ Publish maps and narratives to website ■ Establish regular feedback mechanisms
Technical Tasks	■ Identify high level IT requirements	■ Determine existing content formats ■ Collect and evaluate process - specific IT requirements	■ Translate maps into interactive web pages ■ Implement process specific IT requirements ■ User acceptance testing ■ Assign ownership / rights within the site	■ Assign user rights ■ Collect site statistics ■ Continue to implement user requirements (on-going) ■ Final site test / validation

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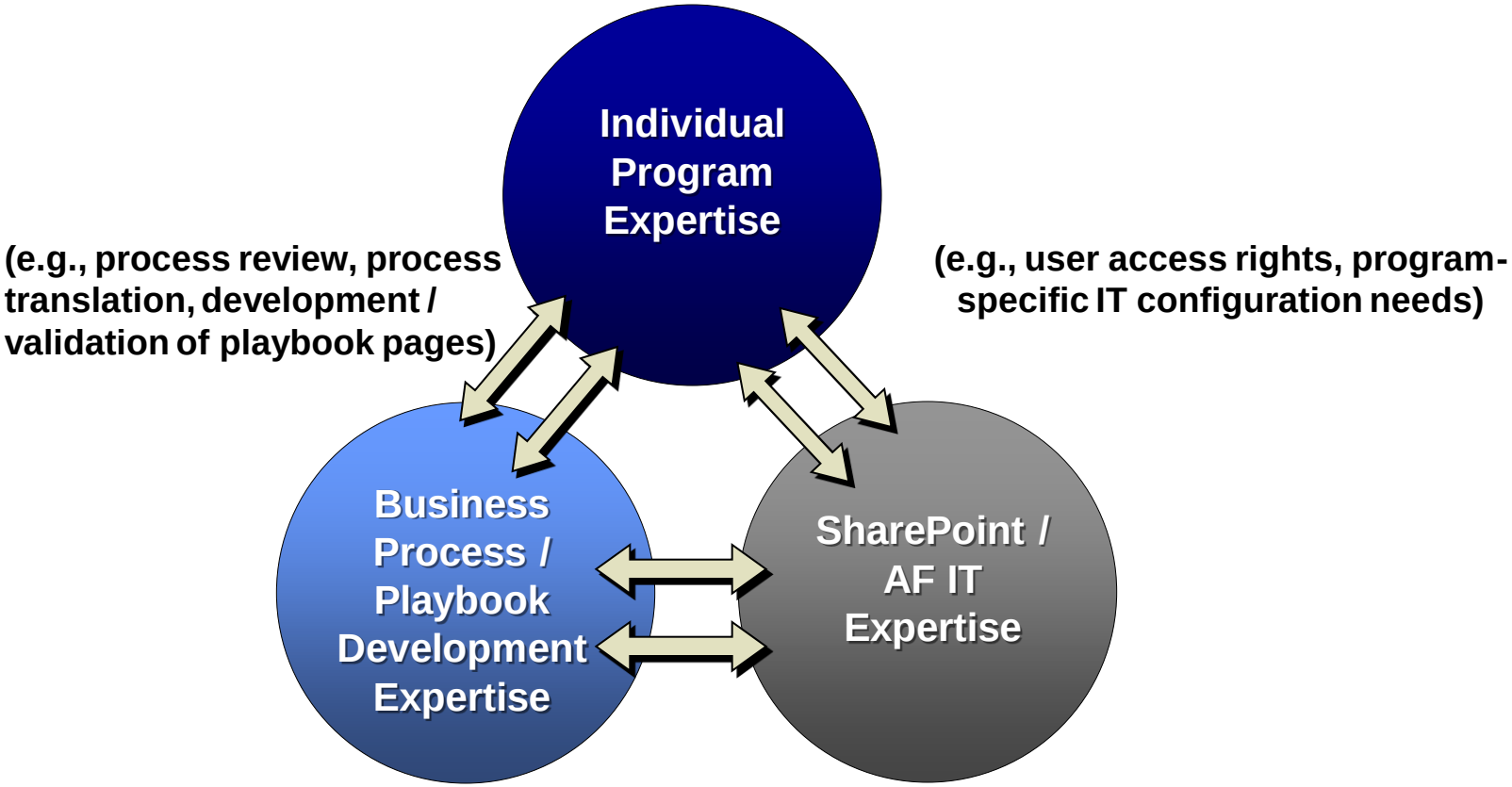
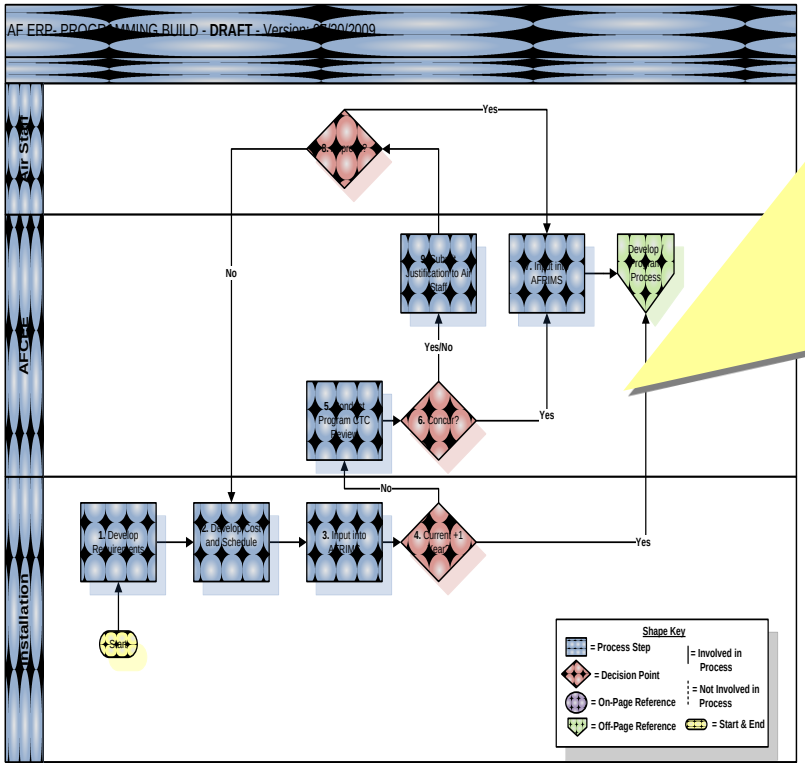
Successful creation of a Web-based playbooks requires coordination among functional and domain experts

Playbook Development Team Cross Functional Coordination



Each process in a playbook is depicted by a process map in the standard Playbook format



Process maps contain the following:

1. *Title bar, indicating the map title and version date*
2. *Swim lanes, indicating the responsible actor for each process step*
3. *Process shapes, indicating types of actions, their titles and order number*
4. *Shape key*

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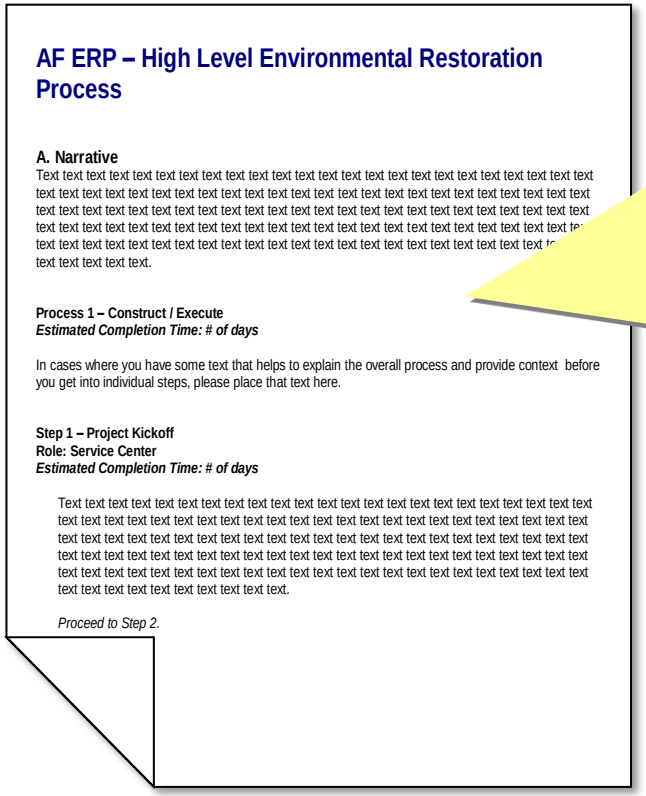
Each process map includes corresponding narrative text in the standard Playbook format to completely define all aspects of the process



AF ERP – High Level Environmental Restoration Process

A. Narrative

Text text text

EMS & ESOHCAMP Playbook Goals

- Document and standardize business processes within programs
- Identify areas for improvement to *Lean* and *Streamline* standard processes
- Produce one central location for standard processes and business rules where all documentation, dashboards, and processes can be retrieved
  - Provides guidance on “how” to implement AF EMS/ESOHCAMP instruction
  - “One Stop Shop”
  - Provides Continuity

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EMS Playbook Status

- Currently finalizing the EMS Playbook narratives
  - Process narratives have been discussed and revised in small groups
  - Small groups identified and have worked through the narratives
  - Process maps revised and uploaded based on narrative changes
- Identifying example templates and benchmarking documents to include in playbook references section
- Compiling advice/tips for playbook narratives
  - Lessons Learned
  - Best Practices

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EMS Playbook Path Forward

Proposed – pending AFI revisions

ACTIVITIES	TIMELINE												
	5/3	5/10	5/17	5/24	5/31	6/7	6/14	6/21	6/28	7/5	7/12	7/19	7/26
Narrative updates due to BAH	●												
Identify new leads & small groups		■	■										
Updated files sent to new groups		●											
EMS/NIM Panel Meeting			■										
BAH incorporates draft comments				■									
AFLOA narrative scrub with AFI 32-7001					■	■	■						
BAH incorporates final comments								■					
Post on CE Portal									■				
Panel QA/QC										■	■	■	
Update site permissions, launch site													●

ESOHCAMP Playbook

- AFI 90-803 published 24 March 2010
- Continued development of the ESOHCAMP Playbook
  - Process narratives have been revised based on AFI content
  - Narratives reviewed and then scrubbed against AFI
  - Process maps revised and uploaded based on narrative changes
- Identifying example templates and benchmarking documents to include in playbook references section
- Compiling advice/tips for playbook narratives
  - Lessons Learned
  - Best Practices

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ESOHCAMP Playbook Path Forward

ACTIVITIES	TIMELINE												
	5/3	5/10	5/17	5/24	5/31	6/7	6/14	6/21	6/28	7/5	7/12	7/19	7/26
Working group provided with updated documents	●												
EMS/NIM Panel Meeting		■											
AFLOA narrative scrub with AFI 90-803			■	■	■								
BAH incorporates final comments						■	■						
Post on CE Portal								■					
Panel QA/QC									■	■	■		
Update site permissions, launch site												●	

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Questions